

Greetham Retreat CL - Arrival & Covid Secure Operating Measures

Greetham Retreat is operating in a Covid Secure manner in accordance with Government and Public Health guidance. We have also been awarded the national industry standard called "WE'RE GOOD TO GO" to evidence that we have put the appropriate measures and procedures in place. This award is recognised by VisitBritain and VisitEngland the National Tourist Board for England.



To help us to reassure and protect you and other guests whilst on site the following new measures have been implemented: -

- **Full payment in advance is required prior to arrival will be required for all CL guests.** *(To limit touch transmission opportunities).*
- **Any guest displaying Covid-19 symptoms, high temperature, persistent cough, loss of taste or smell should NOT travel to Greetham Retreat CL** and should self-isolate at home as per Government guidance.
- **Any guest who displays Covid-19 symptoms, of a high temperature, persistent cough, loss of taste or smell during their stay at Greetham Retreat CL** should notify the owners immediately.
- **Your pitch will be available any time after 12noon on your arrival day.** You will find the **entrance gates open when you arrive, please drive through the gates slowly and make your way towards the CL site.** *(Please leave the gates open to reduce touch contact transmissions)*
- **Please get set up on your allocated pitch as indicated on the chalk board alongside the CL driveway when you arrive.** We will not meet you in person on arrival. *(but we will make contact, with you sometime after you have arrived)*
- **Social distancing** will need to be observed by all guests and by us when using the grounds and facilities. *(a minimum of 2 metres social distancing between all households is always requested please whilst on site)*
- Enhanced deep cleaning, additional disinfecting and sanitising measures will be implemented by us, concentrating on high risk touch points throughout.
- **Hand sanitiser will be available on the CL Site Service Area.**
- Additional signage will be displayed to encourage social distancing and hand washing.
- **Access to some communal shared facilities is restricted to one household at a time e.g. the Laundry Room, Tourist Information Room and CL Site Service Point.** *(These areas will be subject to regular, enhanced cleaning and sanitising)*
- **All CL site guests will be required to use their own onboard toilet and shower.** Access to the CL site shared camping shower and WC will only be allowed for campers **without** an on-board toilet or shower facility. *(This is due to the shared camping toilet and shower being a high-risk area for the transmission of the virus and we feel unable to mitigate this risk sufficiently, hence the decision to minimise its use)*

- **Visitors are not permitted on site without the prior permission of the owners** *(to limit the number of households on site and therefore minimise the risk of infection being spread, if permitted visitors contact details will also be required in advance for NHS Track and Trace).*
- If you intend to use the outdoor permanent seating areas within the grounds, you can be assured that these are cleaned and disinfected regularly, but you may wish **to clean and disinfect these seats/tables yourself, prior to using them.** It may be good practice to **bring with you cleaning or disinfecting materials** for this purpose. *(Please do not use cleaners containing bleach)*
- We are required to record the names and contact details of the lead person for all families or groups staying at Greetham Retreat to support NHS Test and Trace.
- As the owners Jeanette and Rob Folwell personally carry out all cleaning and routine maintenance themselves and do not have employees or staff. *(This limits opportunities for the virus to be imported to Greetham Retreat from outside).*
- Throughout the Coronavirus Covid-19 pandemic, Lincolnshire has had a relatively low rate of infection, which makes it the perfect destination for that Covid secure and much needed holiday getaway.

The above measures will be kept under constant review and are subject to change.

We believe that we are in a strong position when it comes to opening, as our caravan pitches are well spaced out being more than 8 metres apart. All guests have access to our relaxing outdoor space, extending over 4 acres of private parkland grounds. With the help of the new proposed safety measures listed above, we believe that we will be able to provide a Covid Secure environment for all our guests to enjoy their holiday here at Greetham Retreat CL in the Lincolnshire Wolds.

We hope the above procedures and measures that we have implemented will help make your stay at Greetham Retreat CL as safe as is reasonably possible during this pandemic. You can be reassured that your safety and wellbeing is our top priority. We look forward to welcoming you to Greetham Retreat CL in the beautiful and tranquil Lincolnshire Wolds.

Kind regards,

Rob and Jeanette Folwell (owners)

Greetham Retreat CL

Greetham Lodge
Tetford Road
Greetham
Horncastle
Lincolnshire, LN9 6PT
Tel: 01507 588640 or Mob: 07747 602458
Website: www.greethamretreat.co.uk
Email: holidays@greethamretreat.co.uk

